

# County of San Diego, Health and Human Services Agency (HHSA) Policy and Procedures Guide

## New Hire Registry (NHR) Report Processing

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### **Issue Date:**

11/02/2015

### **Background:**

The New Hire Registry (NHR) Match is a report generated from the State's Income and Eligibility Verification System (IEVS) that provides information regarding applicants/recipients that are newly employed, rehired, or who returned to work.

### **Purpose:**

The purpose of this document is to outline generic NHR instructions for Family Resource Center (FRC) staff. Refer to the appropriate Program Guide for additional, program specific requirements.

### **Policy:**

FRC staff are required to review all NHR matches to determine if a discrepancy exists. NHRs are required to be processed within 45 days from the date the county receives the NHR match. FRC's are required to post a response to the NHR in the Management Reports (SharePoint) site no later than the last day of the month after the month the report is posted.

Before FRC Staff can determine that no NHR discrepancy exists, the following must be confirmed based on applicable program regulations:

- Employment information was reported timely
- Employment information was verified
- Employment information was correctly entered in CalWIN (including employer data, wage amounts and effective begin date)
- Income was budgeted correctly (no overpayment/underpayment exists)

Once FRC Staff confirm that a NHR discrepancy does or does not exist, appropriate case comments must be entered to outline these findings.

### **Procedure:**

NHR Processing activities include:

- Review case information and determine if there is a discrepancy
- Send the customer a letter regarding the discrepancy
- If needed, send the employer a request for earnings information
- Enter case comments regarding findings/action taken.

For complete office procedures in regard to processing NHR's see the [New Hire Registry \(NHR\) Report Processing Guide](#).

### **Impacts:**

All Programs

### **References:**

[New Hire Registry \(NHR\) Report Processing Guide](#).

### **Sunset Date:**

This policy will be reviewed for continuance by 11/02/2018

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**Approval for Release:**

 11-2-15

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